



Revision number:

Purchasing Agent: Debbie Gundersen
(801) 538-3150

Item: Voice Over IP Communications Systems, (turn-key installation, support and maintenance. Telephone Systems Associated with Adjunct Systems (voice mail, automated attendant, call manager & interactive voice response systems with VOIP capabilities) for Small and Large Systems

Vendor: 13720H

Tri-Tel Communications
162 East 4500 South
Salt Lake City, Utah 84107

Internet Homepage:

www.tritel.com

Telephone:

(801) 265-9292

Fax number:

(801) 265-9915

Contact:

Ron McMillan

Email address:

rmcmillan@tritel.com

Brand/trade name:

Alcatel Systems

Price:

See attached discount schedule

Terms:

Net 30

Effective dates:

02/20/2005 through 02/06/2008

Days required for delivery:

2-6 weeks ARO

Price guarantee period:

3 years

Minimum order:

\$50.00

Min shipment without charges:

Freight included in pricing

Other conditions:

Potential renewals not to exceed 02/06/2010

THIS IS A NEW CONTRACT. ALSO REFER TO CONTRACTS AR1855, AR1858, AR1857.

A detailed price list can be obtained from the vendor.

This statewide contract is an "AR" (Authorization Required) contract. Authorization is required before purchase can be made. The authorization requirements and procedure is detailed in the attachment to the contract. Order may be placed only after authorization is received. This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.



STATE OF UTAH CONTRACT NUMBER: **AR1856**

March 1, 2005

AUTHORIZATION REQUIRED: DAS/ITS (INFORMATION TECHNOLOGY SERVICES) ADMINISTERS STATE AGENCY PURCHASES FROM THIS CONTRACT. STATE AGENCIES (EXECUTIVE BRANCH) MUST COORDINATE THEIR PURCHASE THROUGH DAS/ITS AND MAY NOT PURCHASE DIRECTLY FROM THE CONTRACTOR.

PLEASE CONTACT BILL THEEL WITH DAS/ITS AT 801-538-3333 OR DAVID LEE AT 801-537-9251 FOR ASSISTANCE. DAS/ITS WILL CHARGE STATE AGENCIES BASED ON DAS/ITS' UNIVERSAL SURCHARGE RATE PLAN. POLITICAL SUBDIVISIONS (SUCH AS HIGHER EDUCATION, PUBLIC EDUCATION, CITIES AND COUNTIES) MAY PURCHASE DIRECTLY FROM THE CONTRACTOR WITHOUT STATE INVOLVEMENT.



TriTel Networks, Inc,
(a.k.a. Tri-Tel Communications, Inc.)

Voice over IP Communications Solution

State of Utah Contract Number AR1856

The primary offering on this contract is the **Alcatel OmniPCX Enterprise** – an advanced voice communications system that brings the latest converged voice and data technologies directly to your desktop. The system can provide any combination of IP-based, digital or analog telephone services for agencies requiring as few as 20 and as many as 50,000 station users.

The following discount schedule applies to the current Alcatel OmniPCX Enterprise Price List.

Item Descriptions	Alcatel SAP Codes	Discount off Alcatel List
Alcatel 4400 hardware, Enterprise hardware, voice boards, hardware infrastructure, maintenance items, digital and IP Reflex station sets	AA15, AA35, AA36, AA37, AA40, CC40, DD12, DD14, DD16	34.5%
Alcatel 4400 software, voice mail applications, CTI applications, management & accounting applications & generic applications	BA15, CC10, CC11, CC12, CC18,	36.5%
Mobility solutions, base stations & wireless handsets	EE10, EE11, FF15	38.5%
OEM equipment, wireless endpoints, Alcatel factory services	FF11, FF13, GG12	26%

Freight charges to any Utah location are included.

This contract also contains equipment from various manufacturers other than Alcatel that may be required to provide a complete turn-key communications solution. A full price schedule and/or specific system quotes may be obtained from the vendor upon request. Installation rates are calculated on a per item basis and are included in the full price schedule or quote.

Rates for moves and changes, travel costs and maintenance rates are attached and more detailed information is available upon request.

Vendor Contacts: Ron McMillan, ron.mcmillan@tritel.com
Lisa Carbine, lcabine@tritel.com
Phone: 801 265-9292
<http://www.tritel.com>

Appendix 5
"Moves, Adds and Changes" (MAC) Pricing Schedules

Standard Time and Labor Charges: 8 AM to 5 PM Monday - Friday (except holidays)

Order Charge: Assessed for each "move, add and change" (MAC) order	\$ 31.00
Hourly Labor Rate: Charged for on-site technical services (See Note 1)	\$ 68.00
Hourly Technical Telephone Consultation Rate: Charged for telephone consultation by technical systems specialists and for remote "moves, adds and changes" (MAC) work activity	\$ 65.00
Hourly Travel Rate: Charged for travel when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front (Ogden on the North through Salt Lake City to Provo on the South)	\$ 33.50
Trip Charge: Assessed for each "move, add and change" (MAC) order	\$ 31.00
Per Diem Rate (per day): Charged when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 35.00
Lodging Rate (per day): Charged when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 68.00
Miscellaneous (Other) Rate(s); specify/describe:	\$
A "Fitter" is the classification Alcatel uses to describe the technician that sets up the cabinets and does the MDF wiring. This is our "Standard Technical" rate and would also apply to any wiring installation work, installation of paging systems and other less technical work. Bids will not be broken down using this classification, but MAC work may be done by a Fitter, in which case this rate would apply.	\$ 50.50
Minimum Labor Billing Increment; for example 1/2 hour:	1 hour
Additional Labor Billing Increment; for example 1/4 hour:	1/2 hour

Non-Standard Time and Labor Charges: (after hours, weekends, holidays)

Order Charge: Assessed for each "move, add and change" (MAC) order	\$ 31.00
Hourly Labor Rate: Charged for on-site technical services (See Note 1)	\$ 102.00
Hourly Technical Telephone Consultation Rate: Charged for telephone consultation by technical systems specialists and for remote "moves, adds and changes" (MAC) work activity	\$ 97.50
Hourly Travel Rate: Charged for travel when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front (Ogden on the North through Salt Lake City to Provo on the South)	\$ 50.25
Trip Charge: Assessed for each "move, add and change" (MAC) order	\$ 31.00
Per Diem Rate (per day): Charged when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 35.00

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Appendix 5
"Moves, Adds and Changes" (MAC) Pricing Schedules

Lodging Rate (per day): Charged when "moves, adds and changes" (MAC) are performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 68.00
Miscellaneous (Other) Rate(s); specify/describe:	\$
A "Fitter" is the classification Alcatel uses to describe the technician that sets up the cabinets and does the MDF wiring. This is our "Standard Technical" rate and would also apply to any wiring installation work, installation of paging systems and other less technical work. Bids will not be broken down using this classification, but MAC work may be done by a Fitter, in which case this rate would apply. (Same rate as contract AR-561.)	\$ 75.75
Minimum Labor Billing Increment; for example 1/2 hour: (See Note 2)	1 hour
Additional Labor Billing Increment; for example 1/4 hour:	1/2 hour

Note 1: This labor rate is our "Advanced Technical" rate and applies to PBX and data system field professionals. See the "Fitter" rate for our "Standard Technical" rate.

Note 2: The minimum billing increment for overtime labor is 1 hour but it only applies when overtime is requested for a scheduled or special event. In the case of an after hours call-out, the minimum billing increment is 2 hours, not 1. On the other hand, if overtime is performed consecutively with regular billable time, as might be the case in finishing up a job at the end of the day, the minimum billing increment is only 1 hour for the total time billed, not 1 hour for the straight time and another hour for the overtime. (This is also our policy on AR-561.)

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Appendix 6

Service Order Process

Overview

1. Agency customers send requests for service to the ITS Order Desk.
2. Order writers issue an order to the appropriate vendor.
3. The vendor confirms to the Order Desk that they have received the order and provides the scheduled due-date.
4. The vendor works the order.
5. The vendor reports to the Order Desk when the order is completed and provides completion information.
6. The vendor invoices ITS (the invoice must reflect the order number).

Contacts – The vendor will provide the name of a contact person and a backup along with telephone and fax numbers as well as email addresses.

Order Issuance – Orders are faxed to vendors. In the near future, we expect to also be able to email orders. Orders will include the work requested, site contact information, order writer contact information and a requested due-date.

Due-Dates – The standard interval for routine orders at locations along the Wasatch Front (Provo to Ogden) is one business week. This date will be used whenever the agency customer does not specifically request otherwise. For large or complex orders or for locations outside the Wasatch Front, the vendor will provide the earliest reasonable date. If the agency customer requests a date longer or shorter than the standard interval, then the requested date will be shown, although it is understood that the vendor may or may not be able to meet a shorter interval.

Confirmation – Within one business day, the vendor will confirm to the order desk the receipt of the order and provide the scheduled due-date.

Changes – If the due-date is changed, then the vendor will notify the Order Desk and the agency customer as soon as possible. If the customer requests changes in the work to be performed, then the vendor will contact the Order Desk prior to performing the work so that the order can be modified.

Completion – The vendor will notify the Order Desk when the work has been completed and will provide any relevant completion information such as new telephone or extension numbers.

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Appendix 9

Repair Service Pricing Schedules

Standard Time and Labor Charges: 8 AM to 5 PM Monday - Friday (except holidays)

Order Charge: Assessed for each repair service order	\$ 31.00
Hourly Labor Rate: Charged for on-site technical services (See Note 1)	\$ 68.00
Hourly Technical Telephone Consultation Rate: Charged for (repair service) telephone consultation by technical systems specialists and for remote "moves, adds and changes (MAC work activity)	\$ 65.00
Hourly Travel Rate: Charged for travel when repair service is performed on systems located outside of the Wasatch Front (Ogden on the North through Salt Lake City to Provo on the South)	\$ 33.50
Trip Charge: Assessed for each repair service order	\$ 31.00
Per Diem Rate (per day): Charged when repair service is performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 35.00
Lodging Rate (per day): Charged when repair service is performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 68.00
Miscellaneous (Other) Rate(s); specify/describe:	\$
A "Fitter" is the classification Alcatel uses to describe the technician that sets up the cabinets and does the MDF wiring. This is our "Standard Technical" rate and would also apply to any wiring installation work, installation of paging systems and other less technical work. Bids will not be broken down using this classification, but MAC work may be done by a Fitter, in which case this rate would apply. (Same rate as contract AR-561.)	\$ 50.50
Minimum Labor Billing Increment; for example 1/2 hour:	1 hour
Additional Labor Billing Increment; for example 1/4 hour:	1/2 hour

Non-Standard Time and Labor Charges: (after hours, weekends, holidays)

Order Charge: Assessed for each repair service order	\$ 31.00
Hourly Labor Rate: Charged for on-site technical services (See Note 1)	\$ 102.00
Hourly Technical Telephone Consultation Rate: Charged for (repair service) telephone consultation by technical systems specialists and for remote "moves, adds and changes (MAC work activity)	\$ 97.50
Hourly Travel Rate: Charged for travel when repair service is performed on systems located outside of the Wasatch Front (Ogden on the North through Salt Lake City to Provo on the South)	\$ 50.25
Trip Charge: Assessed for each repair service order	\$ 31.00
Per Diem Rate (per day): Charged when repair service is performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 35.00

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Appendix 9

Repair Service Pricing Schedules

Lodging Rate (per day):	
Charged when repair service is performed on systems located outside of the Wasatch Front such that the distance from Salt Lake City combined with the magnitude of work to be performed necessitate staying over-night	\$ 68.00
Miscellaneous (Other) Rate(s); specify/describe:	\$
A "Fitter" is the classification Alcatel uses to describe the technician that sets up the cabinets and does the MDF wiring. This is our "Standard Technical" rate and would also apply to any wiring installation work, installation of paging systems and other less technical work. Bids will not be broken down using this classification, but MAC work may be done by a Fitter, in which case this rate would apply. (Same rate as contract AR-561.)	\$ 75.75
Minimum Labor Billing Increment; for example 1/2 hour: (See Note 2)	1 hour
Additional Labor Billing Increment; for example 1/4 hour:	1/2 hour

NOTE: Indicate N/A if "Not Applicable"

Note 1: This labor rate is our "Advanced Technical" rate and applies to PBX and data system field professionals. See the "Fitter" rate for our "Standard Technical" rate.

Note 2: The minimum billing increment for overtime labor is 1 hour but it only applies when overtime is requested for a scheduled or special event. In the case of an after hours call-out, the minimum billing increment is 2 hours, not 1. On the other hand, if overtime is performed consecutively with regular billable time, as might be the case in finishing up a job at the end of the day, the minimum billing increment is only 1 hour for the total time billed, not 1 hour for the straight time and another hour for the overtime. (This is also our policy on AR-561.)

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Appendix 10

Repair Process

Overview

1. Agency customers report problems to the ITS Help Desk.
2. The Help Desk issues a trouble ticket to ITS PBX Maintenance.
3. PBX Maintenance determines which vendor is involved and faxes or calls the vendor to report the problem.
4. The vendor resolves the problem.
5. The vendor notifies PBX Maintenance when the problem is resolved and provides any resolution information.
6. The vendor invoices ITS (the invoice must reflect the ticket number).

Contacts – The vendor will provide the name of a contact person and a backup along with telephone and fax numbers as well as email addresses.

Trouble ticket issuance – Standard priority tickets are reported via either fax or phone at the option of the vendor. If reported via fax, then the vendor will call PBX Maintenance within 1 hour to confirm receipt. All “high” and “urgent” priority tickets will be reported to vendors by phone with fax to follow if desired.

Updates – PBX Maintenance will call the vendors for updates as they deem necessary. If the volume of outstanding tickets is high, then a list of outstanding tickets will be faxed to the vendor nightly.

Completion – The vendor will notify PBX Maintenance when the ticket has been resolved. The vendor will provide relevant closure information including the name of the customer contact who confirmed that the problem was fixed and any other relevant information.

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Appendix 4 Maintenance Contract Description

Standard Maintenance Contract:

After the initial one-year basic warranty period, a maintenance contract is available to all purchasers of equipment under this contract. If the maintenance contract option is not exercised after the initial year, service is provided on a time and material basis at the rates published herein.

Coverage:

Standard maintenance contracts under this contract cover all items selected by the State for coverage as defined in each category of items shown in Appendix 4B-Schedule 3 and Appendix 4B-Schedule 4. (Schedule 1 and Schedule 2 pricing options from the RFP are not applicable to this contract.)

Maintenance Contracts do not cover consumable items such as cords, shoulder rests or batteries for mobile or cordless phones, amplified handsets etc., nor the labor to replace such. Battery replacement in UPS systems is automatically scheduled every 4 consecutive years that the UPS is covered under the maintenance agreement. Batteries in DC power systems are scheduled for replacement after 7 years of consecutive coverage. Maintenance contracts do not cover repairs, service calls or telephone support required due to abuse, misuse, acts of nature, or situations not the fault of or beyond the control of Tri-Tel.

Performance Times:

Contract Maintenance can be purchased for performance during normal business hours, as listed below, or for performance 24 hours a day, 7 days a week. In the event the State or authorized agency has purchased maintenance during normal business hours and requires after hours maintenance, the State or agency will be charged at the rate of one-half of our then current contract labor rate, with a minimum billing of two hours.

Geographic Adjustments:

Monthly maintenance contract rates are calculated on a "per unit" basis with details of the applicable units and unit prices in Appendix 4B-Schedule 3 of this response. These prices apply to installations within the area of the state designated as Zone 1 on the attached map. A maintenance multiplier shall be applied to systems located outside of Zone 1 as follows.

Geographic Zone	Multiplier Rate
Zone 1	1.00
Zone 2	1.10
Zone 3	1.15
Zone 4	1.20
Zone 5	1.25

In order to qualify for a Standard Maintenance Contract at these rates, systems in Zones 2, 3, 4, or 5 must be equipped with a remote maintenance modem and voice mail remote maintenance, where applicable.

PC Platforms:

Maintenance on PC based items such as voice mail systems, call accounting systems PC Consoles, maintenance terminals, CCd Supervisors, CCagent workstations, Softphones, etc., do not include the PC platform. If coverage of PC Platforms is desired, they can be separately specified from the list in Appendix 4B-Schedule 3. When covered, maintenance includes the computer system, disk drive(s), monitor, keyboard, and voice board(s), if any. Generally, maintenance is performed on-site, and travel is included in the above rates. In distant locations and depending upon circumstances, Tri-Tel may require the faulty telephone, PC or other small removable item be shipped to Tri-Tel for repairs to.

Selection of What is Covered: Coverage Categories

Appendix 4B-Schedule 3 lists the items or devices that are used to calculate the Maintenance Contract amount. All prices shown are monthly rates, regardless of whether the billing occurs monthly or quarterly. Coverage for a given system may be selected on a per category basis. All items within the selected category or categories apply, and, if installed in the system, must be calculated for inclusion in the contract and rate. Line items within a given category can not be individually selected for inclusion or exclusion. The category or sub-category is either covered or not covered.

If the complete IP Communication System is desired for coverage, for example, all items within that category must be used for rate determination and the entire system, including cabinets, boards, CPU's etc. will be covered. The selection of either the digital or IP Reflex station sets may also be separately designated for coverage as is the case with the other categories listed. For example, it is acceptable to cover all digital Reflex sets, IP-Reflex sets and Attendant consoles, but not cover analog station sets. Another alternative, for example, is to cover IP-Reflex sets but no others.

Data Equipment Coverage

Data and networking equipment from Adtran and Alcatel has been provided in this BAFO in order to provide complete IP networking solutions for agencies that may not have contracts with other vendors or prefer a "single house" solution. This includes such items as routers and Ethernet switches as well as Add-drop T1 equipment, CSU, DSU's etc. This equipment is a minor portion of this response, but can be put on a maintenance contract, if desired.

Maintenance on this equipment is based on a portion of the purchase price and is detailed in Appendix 4B-Schedule 4. In this case all items associated with a given "device" must be included. If a router with an assortment of plug-in modules is to be covered, then the main unit plus all the installed modules and options must also be included in calculating the monthly maintenance rate of the device.

Non-Consecutive Coverage

In the event the State or authorized agency allows the initial one-year warranty to pass without executing a maintenance agreement, the system will automatically be maintained by Tri-Tel on a time and material basis at our then current contract labor rates. Should a substantial failure occur during the first six months after warranty expiration that may cause the state or agency to desire retro-active maintenance coverage, Tri-Tel will consider the request on a case by case basis. Should this occur after the initial six months of non-coverage, the request to cover any and all problems that occur or have occurred during the non-covered period will be denied. After all repairs to the system have been performed on the time and material basis and the system has been thoroughly inspected by a Tri-Tel agent, a maintenance agreement may be executed and begin.



Effects of Non-Payment:

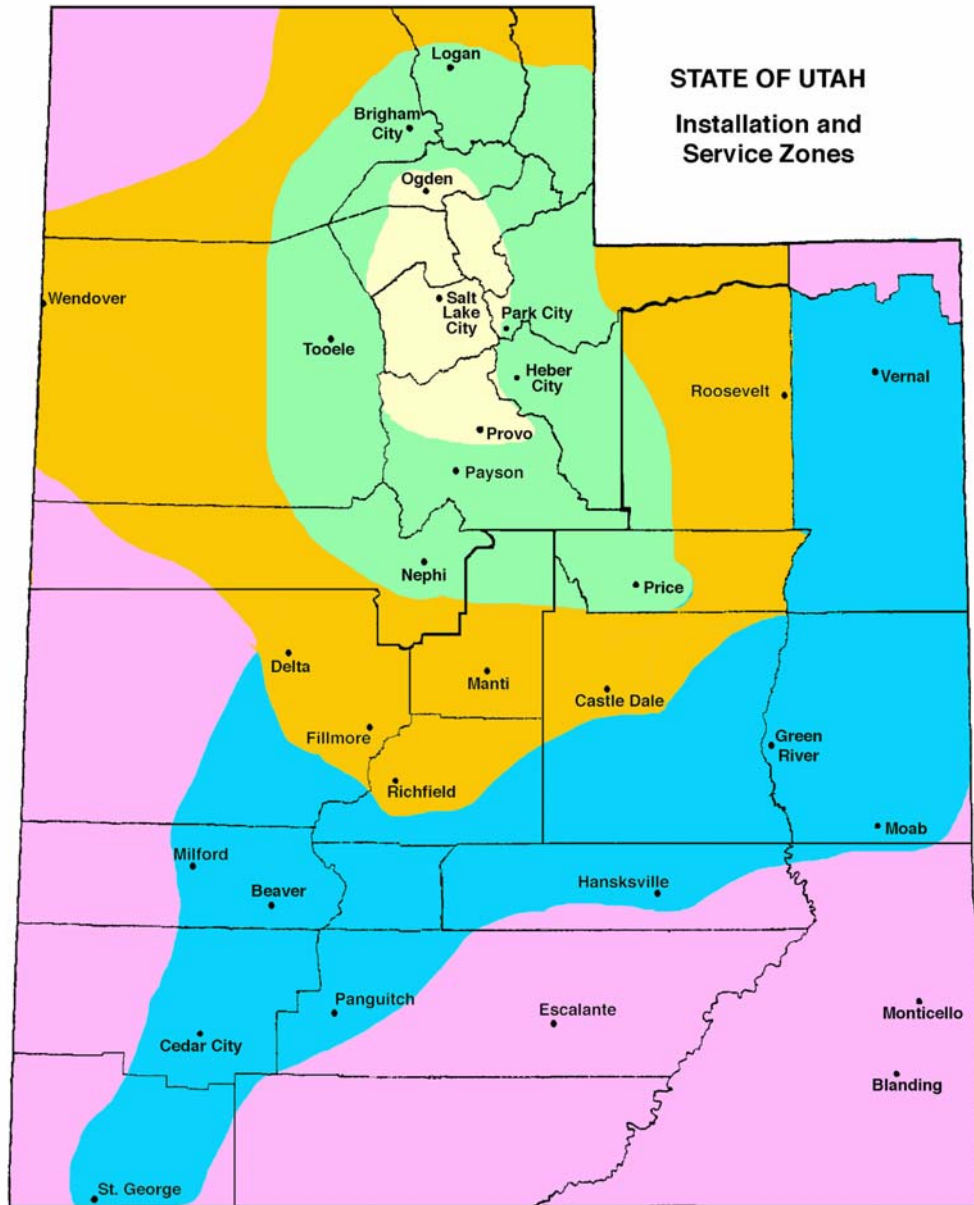
Agencies under maintenance contract are required to submit payments for services or coverage in a timely manner on either a monthly or quarterly basis. Accounts that have late or past due payments are considered to be in breach of the agreement and Tri-Tel has no obligation to perform services on such accounts until the payments are brought current, all interest and finance charges have been satisfied. Extended payment problems are cause for cancellation of the contract by Tri-Tel or non-coverage during the periods of time that the payment was overdue.

Other Terms and Conditions:

This document was produced for response to the State's Best and Final Offer evaluation and does not constitute the full terms and agreements of a maintenance contract.

Zone Map

(Used to determine installation rates, maintenance rates and trip charges vs. travel charges)



APPENDIX 4B

SCHEDULE THREE: MAINTENANCE FEES - PER UNIT (STATION, USER, MAILBOX, AGENT, ETC.) (Prices Reflected Below Include All Labor and Parts)

Description of Items To Be Covered	8:00 am-5:00 Monday - Friday Fee	24 Hours x 7 Days Fee
IP COMMUNICATIONS SYSTEM UNITS:		
Number of RM1, RM3, VH or WM1 Cabinets	4.00	4.50
Number of M2 Cabinets	9.00	10.00
Number of M3 Cabinets	18.00	20.50
Digital UA Station Ports Equipped	1.35	1.50
Analog Z-type Station Ports Equipped	2.05	2.30
Number of INT-IP VoIP Gateway Boards Equipped (4400)	45.00	51.50
Number of Enterprise Gateway Driver (GD) Boards Equipped	40.00	46.00
Number of Compression Circuits Equipped	3.00	3.45
DPT1 Dual T1/PRI Cards Equipped	70.00	80.00
Enterprise Single T1 or PRI Cards Equipped	30.00	34.00
Number of PRA2 Cards Equipped	37.50	43.00
Number of CPU's Equipped	40.00	46.00
Number of Analog Trunk Ports Equipped (CO, DID, and/or E&M)	1.50	1.75
SUB-CATEGORY: POWER SYSTEMS		
Total Amperage of External DC Power System (if applicable) (Cost per amp hour)	2.50	2.90
Combined total Amp Hours of UPS Systems Covered (Cost per amp hour)	0.02	0.03
Number of VH and/or WM1 cabinets with Battery BU (Autonomy)	2.00	2.35
SUB-CATEGORY: DIGITAL STATION EQUIPMENT		
Number of 4035/4035IP Advanced Reflex Sets	0.95	1.10
Number of 4020/4020IP Premium Reflex Sets	0.80	0.90
Number of 4010/4010IP Easy Reflex Sets	0.80	0.90
Number of 4004 Easy Reflex Sets	0.70	0.80
SUB-CATEGORY: IP STATION EQUIPMENT		
Number of 4035IP Advanced e-Reflex Sets	1.15	1.30
Number of 4020IP Premium e-Reflex Sets	1.05	1.20
Number of 4010IP Easy e-Reflex Sets	0.90	1.30
Powered Patch Panels (Cost per equipped port)	0.10	0.12
SUB-CATEGORY: MISC. ALCATEL STATION EQUIPMENT		
Number of 4090 20-Button Add-on Modules	0.60	0.70
Number of 4090L 40-Button Add-on Modules	0.70	0.80
Number of 4049 Attendant Consoles	3.00	3.45
Number of 4059 Attendant Consoles (excluding the PC Platform)	1.00	1.15
Number of Plugware Modules, any type	0.50	0.60
Number of 4980 My Softphones (excluding the PC Platform)	2.25	2.65
SUB-CATEGORY: ANALOG & MISC. STATION EQUIPMENT		
Number of 2500/2554 Type Analog Stations	0.25	0.30
Analog feature phone with Hold and Speakerphone	0.45	0.52
Analog connected Cordless Telephone	3.25	3.75
Number of Polycom Speakerphone Systems (no extra mics)	2.50	2.87

APPENDIX 4B

Description of Items To Be Covered	8:00 am-5:00 Monday - Friday Fee	24 Hours x 7 Days Fee
Number of Polycom Speakerphone Systems (with extra mics)	4.00	4.60
Number of Plantronics Headsets	0.60	0.70
SUB-CATEGORY: OMNIMOBILITY PWT'S & BASE STATIONS		
IBS Base Stations	1.50	1.70
PWT Mobile Handsets	4.50	5.15
AUTO ATTENDANT SYSTEM PORTS:		
Integrated Auto Attendant Ports are included in the IP Communication Costs above.	N/A	N/A
Voice Mail based Auto Attendant Ports are included in the Voice Mail Costs below.	N/A	N/A
CALL MANAGEMENT SYSTEM PORTS:		
CCd "Starter" Profile (Does not include PC Platform)	30.00	34.50
CCd "Base" Profile (Does not include PC Platform)	40.00	46.00
CCd "Regional" Profile (Does not include PC Platform)	60.00	69.00
CCd "Branch" profile (Does not include PC Platform)	60.00	69.00
Number of CCagents (Does not include PC Platform)	1.00	1.15
Number of CC Softphone Agents (Does not include PC Platform)	2.00	2.30
Number of CCemail FAX Ports (Does not include PC Platform)	3.00	3.45
Number of CCweb Channels (Does not include PC Platform)	3.00	3.45
Number of CCsupervisors (Does not include PC Platform)	6.00	6.90
Number of Wall Boards	2.00	2.30
Number of Recording Channels	3.00	3.45
VOICE MAIL SYSTEM PORTS:		
Number of 4635J Voice Mail Ports Licensed & In Service	4.00	4.60
Number of 4635H Voice Mail Ports Licensed & In Service	5.00	5.75
4645H Security Feature (if equipped)	0.75	0.86
Number of 4635 associated FAX ports	3.00	3.45
Number of 4645 Ports Active	3.00	3.45
PAGING SYSTEMS		
Valcom Single Zone Controller	3.00	3.45
Valcom Multi Zone Controller	7.00	8.05
Valcom Talkback Speaker	0.65	0.75
Valcom One-Way Speaker	0.85	0.98
Valcom One-Way or Two-Way Horn	2.00	2.30
Watts of Conventional Paging Amplifier(s) (Charge per Watt)	0.20	0.23
Conventional 70 Volt Speaker	0.55	0.63
Conventional 70 Volt Horn	1.50	1.70
Door Stations	0.30	0.35
MISCELLANEOUS:		
Number of PC or Server Platforms Supplied by Tri-Tel	10.00	11.50
Number of 4760 Applications Licensed (Config, Metering, Performance, Topology, etc.)	7.00	8.05
Number of Remote Shelves/Remote Media Gateways or nodes attached to this node	10.00	11.50

APPENDIX 4B

Description of Items To Be Covered	8:00 am-5:00 Monday - Friday Fee	24 Hours x 7 Days Fee
<p>Notes:</p> <ol style="list-style-type: none"> 1. Rates shown are per item per month. 2. Additional Maintenance contract information is provided in the Supplement document included in this section of the BAFO response. 3. The State may choose one, multiple or all categories or sub-categories above for inclusion in the maintenance contract, but all applicable items within a chosen category must be included. 4. Please note that not all items are shown above, but purchasing maintenance for a given category also includes all other items associated with that general function. If the IP Communication System is selected, for example, all the cards in the system cabinet such as, a BBC155, CLIPA, GPA Card, other various daughter boards, etc. are also included even though not detailed or used for cost calculations. 5. Rates are based on service within the Zone 1 area as defined on the Zone Map in the Supplement to this Appendix. The multiplier table can be used to figure the additional amount for systems outside of Zone 1. 6. These maintenance contracts include all travel, trip and/or order fees, provided the reported problem is a genuine system related problem or failure. Service calls on equipment that has been damaged, abused, subject to acts of nature, etc. are not covered. Service charges will be generated at our contract rates for such calls as well as "pilot error" type service calls. 7. Maintenance contracts are typically paid monthly or quarterly. Should the State of Utah desire to pay annually in advance, a 5% discount can be taken on the total invoice amount. 		

APPENDIX 4B

SCHEDULE FOUR: MAINTENANCE FEES BASED ON A PERCENTAGE OF SYSTEM COSTS (Prices Reflected Below Include All Labor and Parts)				
Description of Items To Be Covered	Percentage	8:00 am-5:00 pm Monday - Friday Fee	Percentage	24 Hours x 7 Fee
MISCELLANEOUS:				
Category: Adtran Internetworking Products				
In the event the system contains any third-party products manufactured by Adtran, the monthly maintenance contract fee for those items is figured as a percentage of the Adtran item cost.	1.5%	To Be Calculated	1.95%	To Be Calculated
<i>See Schedule Three for all other maintenance rates.</i>				
<i>Schedule One and Two Methods not available under this contract.</i>				
Notes: 1. Rates shown are per item per month. 2. Additional Maintenance contract information is provided in the Supplement document included in this section of the BAFO 3. Rates are based on service within the Zone 1 area as defined on the Zone Map in the Supplement to this Appendix. The multiplier table can be used to figure the additional amount for systems outside of Zone 1. 4. These maintenance contracts include all travel, trip and/or order fees, provided the reported problem is a genuine system related problem or failure. Service calls on equipment that has been damaged, abused, subject to acts of nature, etc. are not covered. Service charges will be generated at our contract rates for such calls as well as "pilot error" type service calls. 5. Maintenance contracts are typically paid monthly or quarterly. Should the State of Utah desire to pay annually in advance, a 5% discount can be taken on the total invoice amount.				



STATE OF UTAH CONTRACT NUMBER: **AR1856**

March 1, 2005

FINET COMMODITY CODE(S):

72557000000 - TELECOMMUNICATIONS DISPLAY TERMINALS

91579000000 - TELECOMMUNICATIONS SERVICES (NOT OTHERWISE CLASSIFIED)

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